

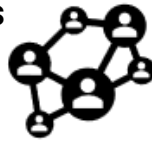
United Way of the Piedmont 211 Traffic Overview



Total Calls
3,439
-4%*



Total Referrals
9,112
-14%*



Total Texts
558

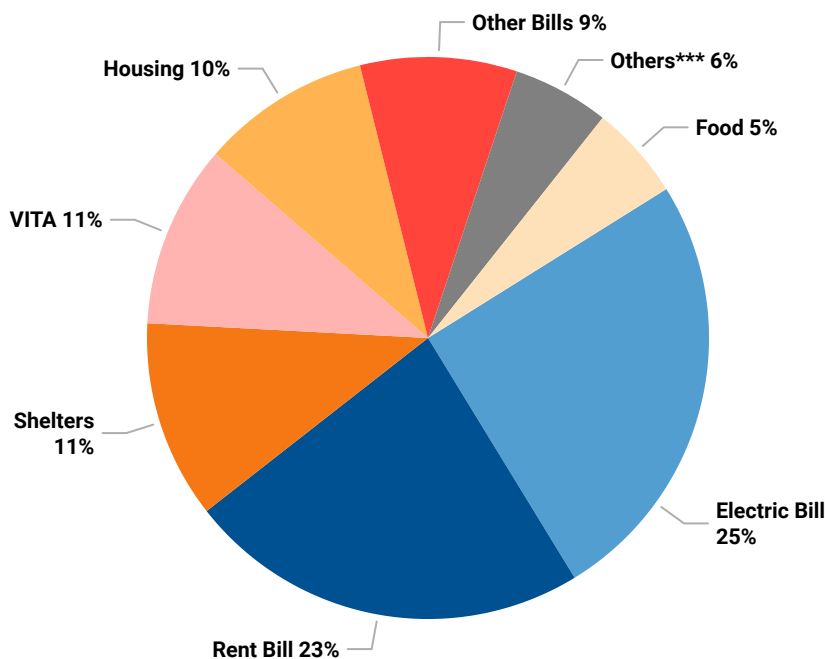
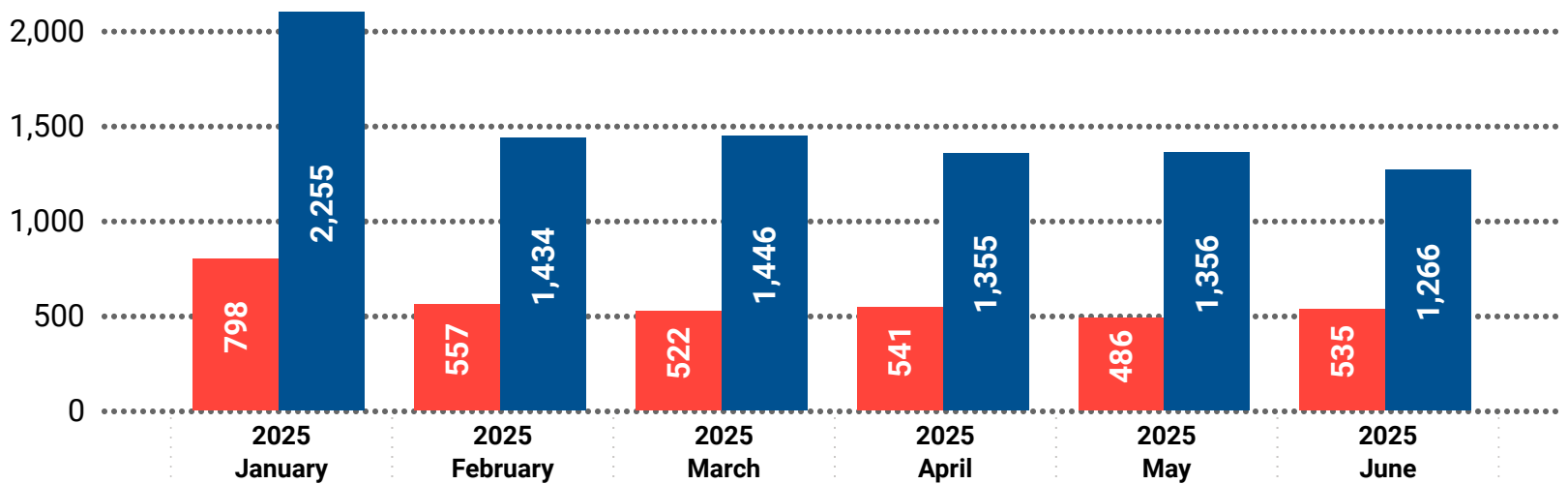


Website Visits
5,971

United Way of the Piedmont Calls and Referrals by Month

Jan-Jun 2025

● Total Calls ● Total Referrals



Top Needs 10 Jan-Jun 2025

Top 10 Needs	Calls	Calls YoY%	Referrals	Referrals YoY%
Electric Bill	865	-11%	3,221	-5%
Rent Bill	797	-19%	991	-21%
Shelters	392	20%	950	-6%
VITA	362	70%	349	57%
Housing	335	-11%	772	-33%
Other Bills	310	-25%	645	-8%
Food	187	18%	869	2%
Eviction Prevention	144	-8%	55	-72%
Benefits	96	25%	106	-34%
Disaster	91	911%	102	264%

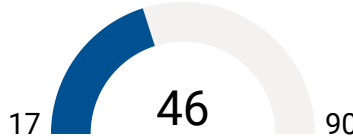
*Compared to previous year, same period

***Other refers to all needs that are not the top categories. A more in depth listing of needs can be found on page five

United Way of the Piedmont 211 Demographics



Average Age



Caller Type	Calls	%*
Self	3,287	95.58%
Friend/Relative	113	3.29%
Community Agency/Organization	38	1.10%
Church	1	0.03%

Income Brackets	Calls	%*
No Income	381	30.3%
\$1-\$14,999	333	26.5%
\$15,000-\$24,999	243	19.3%
\$25,000-\$34,999	141	11.2%
\$35,000-\$49,999	112	8.9%
\$50,000-\$74,999	28	2.2%
Refused	14	1.1%
\$75,000-\$99,999	4	0.3%
\$100,000-\$149,999	1	0.1%

Education Level	Calls	%*
GED/High School	579	48.9%
Some college	262	22.1%
Less than GED/High School	193	16.3%
Associate's degree	88	7.4%
Bachelor's degree or higher	63	5.3%

Public Assistance	Calls	%*
No Assistance	700	50.5%
Has Assistance	685	49.5%
Multiple	297	21.4%
SNAP	242	17.5%
Other	133	9.6%
Section 8	8	0.6%
WIC	5	0.4%

Gender	Calls	%*
Female	1,000	72.6%
Male	374	27.2%
Refused	2	0.1%
Not Listed	1	0.1%

Race-Ethnicity	Calls	%*
Two or More Races	2,141	62.3%
Black/African American	746	21.7%
White	481	14.0%
Hispanic or Latino	37	1.1%
Race/Ethnicity Not Listed	17	0.5%
American Indian or Alaskan Native	8	0.2%
Asian	8	0.2%
Native Hawaiian or Other Pacific Islander	1	0.0%

Household Composition	Calls	%*
Single Female	405	30.5%
Single Female with Children	338	25.5%
Single Male	227	17.1%
Couple with children	159	12.0%
Couple without children	118	8.9%
Single Male with Children	40	3.0%
Grandparent with children	31	2.3%
Other	8	0.6%

Employment Status	Calls	%*
Unemployed	455	34.5%
Employed	403	30.6%
Full-time	288	21.8%
Part-time	113	8.6%
Refused	2	0.2%
Disabled	333	25.2%
Retired	101	7.7%
Self-Employed	25	1.9%
Refused	2	0.2%

Veteran Status	Calls	%*
No	1,287	95.3%
Yes - Veteran	56	4.1%
Yes - Retired	5	0.4%
Refused	1	0.1%
Yes - Active Duty	1	0.1%

Health Insurance	Calls	%*
Yes	866	68.2%
No	403	31.8%

United Way of the Piedmont 211 County Breakdown



County	Calls	Calls YoY%	Referrals	Referrals YoY%
Spartanburg	3,095	2%	9,382	37%
Cherokee	299	-15%	827	25%
Union	173	59%	334	91%
Total	3,567	2%	10,543	37%

Calls by Top Needs and County

Needs	Cherokee	Spartanburg	Union	Total
Rent Bill	68	894	26	988
Electric Bill	66	857	45	968
Other Bills	34	356	23	413
Housing	38	325	12	375
Shelters	47	268	13	328
VITA	22	169	22	213
Food	19	130	10	159
Eviction Prevention	15	140	2	157
Transportation	4	83	4	91
Home Rehab.	9	61	9	79
Benefits	9	66	2	77
Senior/Disability	5	66	6	77
Health Care	6	56	4	66
Housing Counseling	8	48	0	56
Legal Aid	1	41	1	43
Household	1	33	1	35
Baby	2	18	4	24
Clothing	2	19	2	23
Mental Health	2	21	0	23
Employment	2	19	1	22
Weather Shelters	2	18	0	20
Substance Abuse	0	15	1	16
Accessible Home Construction	2	11	2	15
Other Tax Help	1	12	2	15
Weatherization	2	7	2	11
Administrative Entities	1	8	1	10
Air Conditioners	2	8	0	10
Thrift Shops	1	8	1	10
Disaster	4	5	0	9
Tax Appeals/Audit Assistance	1	8	0	9

*Compared to previous year, same period

United Way of the Piedmont 211 City Breakdown



City	Calls	Calls YoY%	Referrals	Referrals YoY%
Spartanburg	1,812	-4%	4,773	-13%
Gaffney	272	6%	635	-10%
Inman	166	-20%	449	-38%
Boiling Springs	157	-9%	441	-26%
Union	120	-2%	235	-3%
Duncan	118	-14%	369	-19%
Wellford	99	38%	329	108%
Chesnee	98	-16%	265	-30%
Woodruff	88	-10%	282	-19%
Moore	86	5%	212	28%
Cowpens	56	12%	156	9%
Lyman	53	-22%	161	-35%
Roebuck	44	16%	90	-1%
Landrum	42	11%	133	2%
Blacksburg	38	-5%	91	-24%
Jonesville	29	12%	48	2%
Pacolet	27	-7%	84	-35%
Enoree	23	-12%	58	-41%
Campobello	22	-19%	66	-20%
Buffalo	17	42%	27	42%
Pauline	14	75%	32	-14%
Carlisle	10	25%	15	0%
Greer	9	350%	24	*****
Startex	9	80%	35	400%
Arcadia	7	-13%	16	-52%
Drayton	6	0%	23	77%
Lockhart	4	-20%	15	36%
Converse	3	50%	21	200%
Fingerville	3	200%	7	250%
Mayo	3	-67%	8	-67%
Reidville	2	0%	6	50%
Clifton	1	0%	4	0%
Glendale	1	-80%	2	-85%

United Way of the Piedmont 211 Top Needs



Top Needs	Calls	Calls YoY%	Referrals	Referrals YoY%
Electric Bill	865	-11%	3,221	-5%
Rent Bill	797	-19%	991	-21%
Shelters	392	20%	950	-6%
VITA	362	70%	349	57%
Housing	335	-11%	772	-33%
Other Bills	310	-25%	645	-8%
Food	187	18%	869	2%
Eviction Prevention	144	-8%	55	-72%
Benefits	96	25%	106	-34%
Disaster	91	911%	102	264%
Home Rehab.	82	4%	208	20%
Transportation	82	-10%	49	-40%
Senior/Disability	67	-13%	112	-38%
Employment	50	127%	123	54%
Health Care	47	-29%	90	-47%
Legal Aid	32	-26%	35	-44%
Household	28	-20%	64	-22%
Weather Shelters	26	30%	42	68%
Mental Health	22	-4%	54	-33%
Baby	19	-21%	26	-21%
Clothing	19	-17%	73	14%
Substance Abuse	14	-13%	36	-60%
Appliances	9	50%	14	40%
Advocacy	6	200%	7	17%
Directory Assistance	6	100%	6	100%
Ex-Offender	6	100%	13	18%
Hygiene	5	-38%	5	-64%
Accessible Home Construction	4	-73%	4	-73%
Child Care	4	300%	6	*****
Heaters	4	-20%	0	*****
Weatherization	4	-64%	3	-73%

United Way of the Piedmont 211 Big Count Needs



Need Category

Calls

Housing

1,473

Rent Payment Assistance
Community Shelters
Low Income/Subsidized Private Rental Housing
Transitional Housing/Shelter
Homeless Motel Vouchers
Public Housing
Housing Search and Information
Home Rehabilitation Programs
Housing Related Coordinated Entry
Homelessness Prevention Programs
Rental Deposit Assistance
Mortgage Payment Assistance
Eviction Prevention Assistance
Landlord/Tenant Assistance
Senior Housing Information and Referral
Rapid Re-Housing Programs
Subsidized Home Acquisition

797
247
216
176
111
106
87
82
78
62
61
55
46
41
39
18
18

Utility Assistance

962

Electric Service Payment Assistance
Water Service Payment Assistance
Gas Service Payment Assistance

865
84
66

Income Support/Assistance

413

Tax Preparation Appointment Scheduling Hotlines
VITA Program Sites
Undesignated Temporary Financial Assistance

292
82
51

Food/Meals

179

Food Pantries

179

Disaster Services

98

Post Disaster Cleanup
Extreme Weather Shelters
Disaster Relief/Recovery Organizations

56
24
19

Individual, Family and Community Support

77

Benefits Screening

77

Transportation

49

Bus Fare
Indigent Transportation
Local Automobile Transportation
Non-Emergency Medical Transportation

21
19
18
18

Health Care

44

Prescription Expense Assistance
Dental Care

27
17

Clothing/Personal/Household Needs

41

Furniture
General Clothing Provision

23
19

Legal, Consumer and Public Safety Services

32

General Legal Aid

32

Employment

31

Job Finding Assistance

31

United Way of the Piedmont 211 Website Statistics Overview

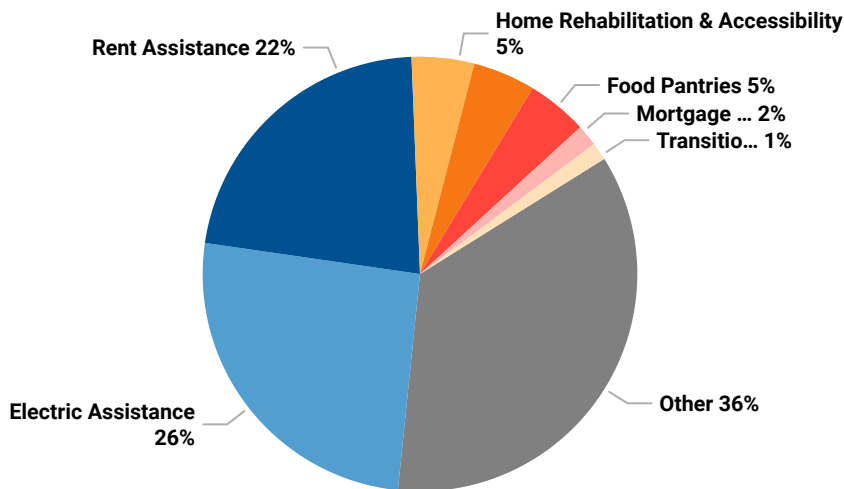
In November of 2023, 211 launched a new website. This website allows for further insight into user interactions with 211. Website traffic constitutes over double the call volume to 211 and can attract users with different needs. A full list of guided search results can be found on the next page, as well as summary of top keyword searches.



Total Website Visits
5,971

Total Guided Result Searches
0

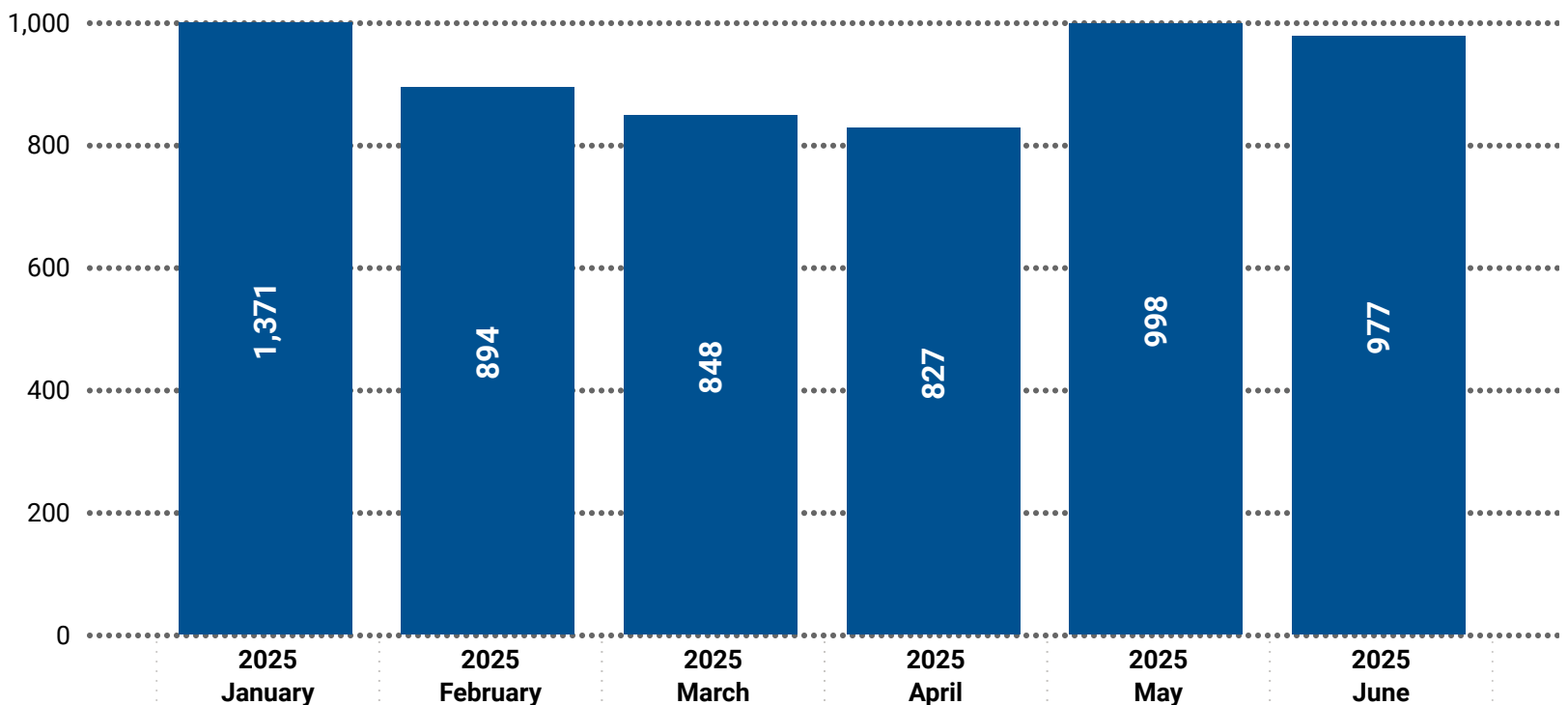
Total Keyword Searches
0



Top Guided Search Results

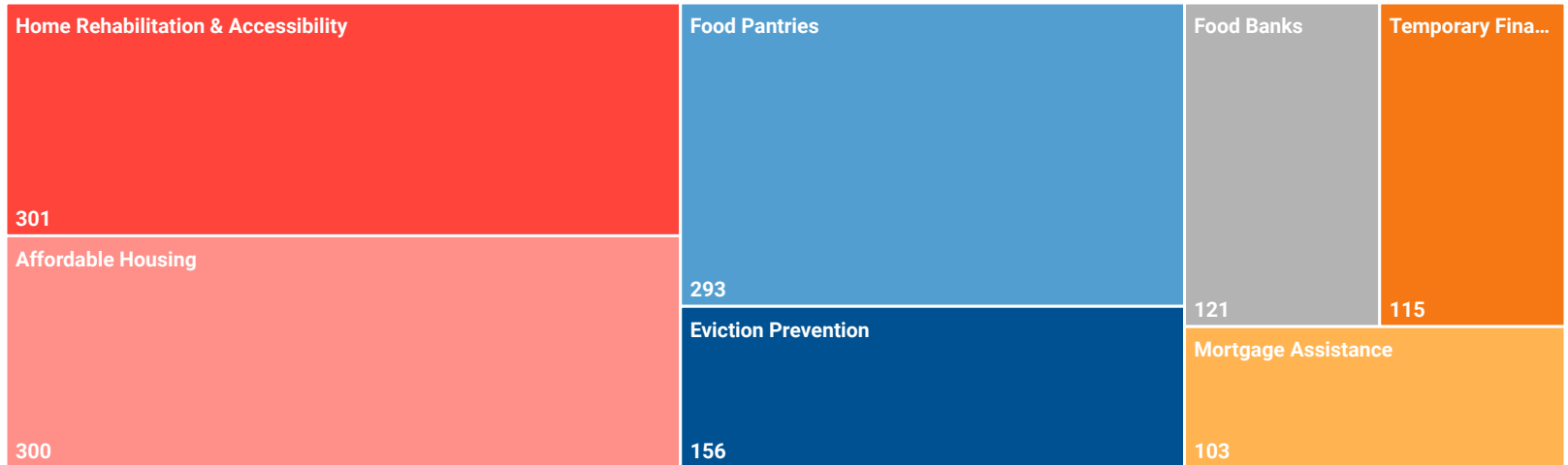
Top Needs	Website Hits
Electric Assistance	1,659
Rent Assistance	1,428
	526
Home Rehabilitation & Accessibility	301
Affordable Housing	300
Food Pantries	293
Eviction Prevention	156
Food Banks	121
Temporary Financial Assistance	115

Total Website Hits by Month



United Way of the Piedmont 211 Website Search Statistics

Top Keyword Searches



All Guided Search Results

Guided Result Categories	Website Hits	Guided Result Categories	Website Hits	Guided Result Categories	Website Hits
Electric Assistance	1,659	Disability Services	23	Inpatient Mental Health Services	10
Rent Assistance	1,428	Local Transportation	23	Social Security	10
	526	Personal Care Needs	21	Support Groups	10
Home Rehabilitation & Accessibility	301	Pet Care	21	Transportation to Medical Appointments	10
Affordable Housing	300	Senior Housing	21	Volunteer Opportunities	10
Food Pantries	293	Disaster Relief	20	Women's Health & Family Planning	10
Eviction Prevention	156	Food for Babies and Children	19	Case Management	9
Food Banks	121	Home Delivered Meals	18	Maternity Needs	9
Temporary Financial Assistance	115	Senior Services and Legal Aid	18	Soup Kitchen	9
Mortgage Assistance	103	Domestic Violence, Sexual Assault, & Pregnancy Shelters	17	Unemployment	9
Water & Sewer Assistance	100	Ex-Offender Re-entry Programs	17	Community Agencies	8
Shelter	94	Free Clinics & Financial Assistance	17	Detoxification	8
Tax Assistance	89	General Legal Assistance	17	Holiday Assistance	8
Transitional Housing	85	Job Training	17	TANF	8
Transportation Financial Assistance	66	Medical Transportation	17	Transgender Services	8
Employment Transportation	61	Rehabilitation & Substance Abuse Services	17	Childcare Voucher	7
Gas Assistance	58	211 Systems	16	Crisis Intervention	7
Food Assistance (SNAP, WIC, TANF, etc.)	45	Disaster Recovery	15	Autism	6
Counseling & Mental Health Services	43	Eviction Prevention Legal Assistance	15	HalfWay Homes/Transitional Housing	6
Furniture & Household Supplies	40	Medical & Prescription Expense Assistance	15	Veteran Assistance Programs	6
Children Clothing & Diapers	37	Financial Literacy	14		
Internet Access	37	Hygiene	14		
Phone Assistance	37	Medicaid & Medicare	14		
Dental & Vision Care	35	Transportation Information	14		
Disaster Clean Up	33	Federal Emergency Management Agency (FEMA)	13		
Clothing	32	Mental Health Evaluations	13		
Family & Youth Shelters	32	Extreme Weather Shelters	12		
Job Search	32	Weatherization	12		
Other Transportation Needs	31				
Benefits Screening	29				
Family Law	25				
Food for Seniors	25				
SNAP	25				

United Way of the Piedmont 211 Top Providers by Categories



Top Housing Providers

Referrals

Piedmont Community Actions	739
Miracle Hill Ministries	266
Spartanburg Housing	210
Homes of Hope	182
Upstate Continuum of Care	149
Divinity Care Mens Emergency Shelter	128



Top Utility Providers

Referrals

TOTAL Ministries	780
Salvation Army of Spartanburg, The	763
GLEAMNS	753
Greater Spartanburg Ministries	684
Upstate Family Resource Center	249
Greer Relief and Resources Agency Inc	95



Top Food Providers

Referrals

Greater Spartanburg Ministries	103
Bridge at Green Street	98
Salvation Army of Spartanburg, The	95
Mount Moriah Baptist Church Food Pantry Spartanburg	91
Bethlehem Center	89
TOTAL Ministries	82

Top Legal Providers

Referrals

South Carolina Legal Services	72
South Carolina Bar	7
Able South Carolina	6
South Carolina Department of Disabilities and Special Needs	5
Upstate Mediation Center	2

United Way of the Piedmont 211 Top Providers



Referral Organization	Referrals
Salvation Army of Spartanburg, The	962
TOTAL Ministries	882
Greater Spartanburg Ministries	831
GLEAMNS	761
Piedmont Community Actions	761
Upstate Family Resource Center	307
United Way of Greenville County	284
Miracle Hill Ministries	266
Spartanburg Housing	211
Greer Relief and Resources Agency Inc	202
Homes of Hope	182
Upstate Continuum of Care	150
Divinity Care Mens Emergency Shelter	128
Dream Center of Pickens County, The	120
Bridge at Green Street	119
South Carolina Regional Housing Authority No 1	114
Mount Moriah Baptist Church Food Pantry Spartanburg	106
Bethlehem Center	99
Alston Wilkes Society	97
Iron City Ministries	93
PEACHCenter Ministries	91
South Carolina State Housing Finance and Development Authority	85
One of Many Transitional Homes	81
SC Thrive	79
Iron City Ministries, Inc.	73
South Carolina Legal Services	73
Carolina Community Actions	70
Jesus Our Risen Savior Food Pantry	70
United States Department of Agriculture Rural Development	66
Spartanburg County Community Development Department	65
Christmas in Action of Spartanburg	60
Habitat for Humanity of Spartanburg	60
Homeless No More	54
South Carolina Department on Aging, The	50
Faith Bible Fellowship Chesnee Food Pantry	44
Middle Tyger Community Center	44
Goodwill Industries of Upstate/Midlands South Carolina	40
Helping Hands Ministries of Woodruff	40
SC Works	33
Angels Charge Ministry	32
Ceridian Cares	32
UHC Hope Center for Children	31
ReGenesis Health Care Inc.	29
South Carolina Department of Social Services	29
Telamon Corporation	29
Women's Shelter, The	29
Salvation Army of Gaffney, The	28



United Way of the Piedmont 211 Top Providers with Needs

Referral Organization	Referrals
Salvation Army of Spartanburg, The	962
Other Bills	763
Food	95
Housing Expense Assistance	30
Household	23
Medical Expense Assistance	23
Personal Goods/Services	15
Disaster	11
Thrift Shops	2
TOTAL Ministries	882
Other Bills	780
Food	82
Medical Expense Assistance	19
Benefits	1
Greater Spartanburg Ministries	831
Other Bills	684
Food	103
Household	26
Personal Goods/Services	15
Volunteer Opportunities	2
Thrift Shops	1
GLEAMNS	761
Other Bills	753
Household	6
Home Improvement/Accessibility	2
Piedmont Community Actions	761
Housing Expense Assistance	739
Medical Expense Assistance	21
Employment	1
Upstate Family Resource Center	307
Other Bills	249
Food	39
Tax Preparation Assistance	18
Parenting Education	1
United Way of Greenville County	284
Tax Preparation Assistance	284
Miracle Hill Ministries	266
Shelters	266
Spartanburg Housing	211
Residential Housing Options	210
Volunteer Opportunities	1
Greer Relief and Resources Agency Inc	202
Other Bills	95
Housing Expense Assistance	64
Tax Preparation Assistance	30
Food	9
Medical Expense Assistance	4
Homes of Hope	182
Residential Housing Options	182
Upstate Continuum of Care	150
Shelters	136
Supportive Housing	13
Advocacy	1

Referral Organization	Referrals
Piedmont Community Actions	761
Housing Expense Assistance	739
Medical Expense Assistance	21
Employment	1
United Way of Greenville County	284
Tax Preparation Assistance	284
Greer Relief and Resources Agency Inc	202
Other Bills	95
Housing Expense Assistance	64
Tax Preparation Assistance	30
Food	9
Medical Expense Assistance	4
Divinity Care Mens Emergency Shelter	128
Shelters	128
Dream Center of Pickens County, The	120
Shelters	65
At Risk/Homeless Housing Related Assistance Programs	53
Personal Goods/Services	2
Bridge at Green Street	119
Food	98
Personal Goods/Services	13
Transportation	8
Mount Moriah Baptist Church Food Pantry Spartanburg	106
Food	91
Personal Goods/Services	15
Bethlehem Center	99
Food	89
Other Bills	10
Alston Wilkes Society	97
Other Bills	35
Housing Expense Assistance	32
Shelters	18
At Risk/Homeless Housing Related Assistance Programs	5
Supportive Housing	3
Employment	2
Ex-Offender	1
Health Care	1
Iron City Ministries	93
Housing Expense Assistance	50
Other Bills	28
Food	11
Household	2
Medical Expense Assistance	1
Personal Goods/Services	1



United Way of the Piedmont 211 Top Providers with Needs

Referral Organization	Referrals
Piedmont Community Actions	761
Housing Expense Assistance	739
Medical Expense Assistance	21
Employment	1
United Way of Greenville County	284
Tax Preparation Assistance	284
Greer Relief and Resources Agency Inc	202
Other Bills	95
Housing Expense Assistance	64
Tax Preparation Assistance	30
Food	9
Medical Expense Assistance	4
Mount Moriah Baptist Church Food Pantry Spartanburg	106
Food	91
Personal Goods/Services	15
Bethlehem Center	99
Food	89
Other Bills	10
Alston Wilkes Society	97
Other Bills	35
Housing Expense Assistance	32
Shelters	18
At Risk/Homeless Housing Related Assistance Programs	5
Supportive Housing	3
Employment	2
Ex-Offender	1
Health Care	1
Iron City Ministries	93
Housing Expense Assistance	50
Other Bills	28
Food	11
Household	2
Medical Expense Assistance	1
Personal Goods/Services	1
South Carolina State Housing Finance and Development Authority	85
Housing	85
One of Many Transitional Homes	81
Shelters	79
Substance Abuse	2
SC Thrive	79
Benefits	73
Medical Public Assistance Programs	3
Nutrition Related Public Assistance Programs	3
Carolina Community Actions	70
Other Bills	40
Housing Expense Assistance	29
Home Improvement/Accessibility	1
Jesus Our Risen Savior Food Pantry	70
Food	70
United States Department of Agriculture Rural Development	66
Home Improvement/Accessibility	53
Residential Housing Options	13
Christmas in Action of Spartanburg	60
Home Improvement/Accessibility	60

Referral Organization	Referrals
Piedmont Community Actions	761
Housing Expense Assistance	739
Medical Expense Assistance	21
Employment	1
United Way of Greenville County	284
Tax Preparation Assistance	284
Greer Relief and Resources Agency Inc	202
Other Bills	95
Housing Expense Assistance	64
Tax Preparation Assistance	30
Food	9
Medical Expense Assistance	4
Iron City Ministries	93
Housing Expense Assistance	50
Other Bills	28
Food	11
Household	2
Medical Expense Assistance	1
Personal Goods/Services	1
South Carolina State Housing Finance and Development Authority	85
Housing	85
One of Many Transitional Homes	81
Shelters	79
Substance Abuse	2
SC Thrive	79
Benefits	73
Medical Public Assistance Programs	3
Nutrition Related Public Assistance Programs	3
Jesus Our Risen Savior Food Pantry	70
Food	70
United States Department of Agriculture Rural Development	66
Home Improvement/Accessibility	53
Residential Housing Options	13
Homeless No More	54
Shelters	32
At Risk/Homeless Housing Related Assistance Programs	22
South Carolina Department on Aging, The	50
Supportive Housing Placement/Referral	39
Senior/Disability	11